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**Lisa Thorne**  
**Vice President - NH**

May 10, 2006

Ms. Debra A. Howland  
Executive Director & Secretary  
New Hampshire Public Utilities Commission  
21 South Fruit Street  
Concord, New Hampshire 03301



Re: Update - DT 04-019 Service Quality Status Conference - Verizon Customer Surveys for NH

Dear Ms. Howland:

Verizon initially filed the attached data as proprietary. Verizon has since reviewed the data and determined that the data is not proprietary and is resubmitting the files for your review.

At the conclusion of the April 3, 2006 status conference on Verizon NH's customer satisfaction surveys, Staff asked if New Hampshire-specific data were available. In response to Staff's request, enclosed is a CD with three relevant files. The master file ("NH Satisfaction master.xls") contains all of the survey responses for Consumer and Business provisioning and repair from 2003 through 2005. This is the most meaningful set of information, as it contains data points for each of the four surveys.

Also enclosed are files sorting the premises versus non-premises visit data ("NH Satisfaction Quarterly Prem.xls" and "NH Satisfaction Quarterly Non-prem.xls"), as requested by the OCA. Monthly sample sizes in certain cases, however, are so small that the monthly results are not generally meaningful. For instance, in Consumer Provisioning the monthly sample for New Hampshire is 50. Approximately 80 percent of these samples are non-premises, meaning that roughly 10 of the 50 customers said they had a technician visit. If monthly results drop from 9/10 to 7/10 satisfied or better, representing a decline of 20 points, one cannot reliably determine whether service has truly declined or whether the change is simply a reflection of random sampling variation. Statistically, the difference in results is not significant. Yet, one might draw a different conclusion if not familiar with sampling variation. For this reason, Verizon NH has provided the premises versus non-premises break out on a quarterly basis, which tends to smooth the sampling variation resulting from small sample sizes.

Verizon NH would be happy to arrange a conference call with Mr. Michael Fernandez should Staff and the OCA have further questions on the information presented in these files.

Please acknowledge receipt of this letter and its enclosures by signing or stamping and dating the receipt copy of this letter.

Sincerely,

Lisa M. Thorne

NH PUC MAY 10 '06 PM 4:15



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# NEW HAMPSHIRE CCI RESULTS - CONSUMER PROVISIONING & REPAIR

|        |   | 2003  |       |       |       |       |       |       |       |       |       |       |       | 2004  |       |       |       |       |       |       |       |       |       |       |       | EOY   |      |      |
|--------|---|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|------|
|        |   | Jan   | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   | EOY   | Jan   | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   |       | Dec  | EOY  |
| Q5.1   | Overall Performance                       | 96.0  | 96.0  | 98.0  | 94.0  | 92.0  | 98.0  | 92.0  | 96.0  | 100.0 | 98.0  | 94.0  | 90.0  | 96.0  | 98.0  | 94.0  | 93.5  | 98.0  | 96.0  | 100.0 | 100.0 | 98.0  | 92.0  | 94.0  | 96.0  | 98.0  | 94.0 | 94.0 |
| Q2.2   | Promptly Answering Your Call              | 100.0 | 100.0 | 100.0 | 96.8  | 100.0 | 98.0  | 91.5  | 97.8  | 97.3  | 97.8  | 97.7  | 95.7  | 100.0 | 97.5  | 97.7  | 97.6  | 93.3  | 95.7  | 97.9  | 93.3  | 100.0 | 95.8  | 100.0 | 95.8  | 100.0 | 97.6 | 97.6 |
| Q2.3   | Convenient Hours To Call                  | 95.7  | 100.0 | 100.0 | 93.8  | 100.0 | 97.9  | 97.8  | 95.7  | 100.0 | 100.0 | 100.0 | 91.1  | 97.7  | 96.3  | 100.0 | 97.6  | 93.3  | 93.0  | 97.7  | 96.8  | 100.0 | 91.1  | 97.9  | 95.6  | 95.7  | 97.8 | 96.3 |
| Q2.4   | Ease of Reaching Representative           | 91.3  | 100.0 | 100.0 | 93.8  | 95.5  | 94.0  | 89.4  | 93.2  | 88.9  | 91.1  | 93.5  | 89.1  | 93.3  | 90.9  | 97.6  | 89.1  | 97.7  | 97.9  | 93.9  | 88.9  | 91.1  | 97.9  | 95.5  | 93.5  | 89.1  | 93.6 | 93.6 |
| Q2.5   | Being Attentive To Your Needs             | 97.8  | 100.0 | 97.9  | 95.8  | 96.8  | 95.9  | 97.8  | 100.0 | 97.6  | 95.7  | 100.0 | 97.7  | 97.7  | 97.7  | 97.6  | 97.8  | 100.0 | 97.9  | 98.0  | 97.7  | 100.0 | 95.8  | 100.0 | 93.5  | 95.7  | 97.6 | 97.6 |
| Q2.6   | Knowledge Of Products/Services            | 100.0 | 100.0 | 100.0 | 95.7  | 95.6  | 97.8  | 95.8  | 97.6  | 97.6  | 100.0 | 95.0  | 93.5  | 100.0 | 96.8  | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 97.6  | 100.0 | 100.0 | 93.5  | 95.7  | 98.7 | 98.7 |
| Q2.7   | Supplementing Your Options To Meet Needs  | 95.5  | 100.0 | 100.0 | 95.5  | 90.5  | 93.5  | 93.5  | 97.8  | 95.6  | 100.0 | 95.0  | 93.5  | 100.0 | 96.8  | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 97.6  | 100.0 | 100.0 | 95.5  | 95.7  | 98.7 | 98.7 |
| Q2.8   | Handling Call Effectively                 | 97.9  | 97.8  | 100.0 | 97.9  | 95.6  | 100.0 | 98.0  | 100.0 | 97.8  | 100.0 | 95.0  | 93.5  | 100.0 | 96.8  | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 97.6  | 100.0 | 100.0 | 95.5  | 95.7  | 98.7 | 98.7 |
| Q2.9   | Courtesy of the Representative            | 100.0 | 100.0 | 100.0 | 97.9  | 95.6  | 100.0 | 98.0  | 100.0 | 97.8  | 100.0 | 95.0  | 93.5  | 100.0 | 96.8  | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 97.6  | 100.0 | 100.0 | 95.5  | 95.7  | 98.7 | 98.7 |
| Q3.4   | Promptness of Arrival                     | 92.3  | 100.0 | 100.0 | 88.9  | 90.9  | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 95.7  | 100.0 | 95.1  | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 95.7  | 100.0 | 100.0 | 95.5  | 95.7  | 98.7 | 98.7 |
| Q3.5   | Confirmed Requested Work (Del 1/05)       | 100.0 | 100.0 | 100.0 | 88.9  | 90.9  | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 95.7  | 100.0 | 95.1  | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 95.7  | 100.0 | 100.0 | 95.5  | 95.7  | 98.7 | 98.7 |
| Q3.7   | Rate Tech Explanation Of Work (Eff 1/00)  | 100.0 | 100.0 | 100.0 | 88.9  | 90.9  | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 95.7  | 100.0 | 95.1  | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 95.7  | 100.0 | 100.0 | 95.5  | 95.7  | 98.7 | 98.7 |
| Q4.0   | Appointment That Met Needs (Eff 1/02)     | 92.3  | 100.0 | 100.0 | 77.8  | 90.0  | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 93.3  | 100.0 | 93.6  | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 93.3  | 100.0 | 100.0 | 93.3  | 93.3  | 93.3 | 93.3 |
| Q4.1   | Commitment That Met Needs (Eff 1/02)      | 91.4  | 97.6  | 100.0 | 97.4  | 93.0  | 95.5  | 92.1  | 97.7  | 97.5  | 90.2  | 92.3  | 92.3  | 92.3  | 93.9  | 87.5  | 94.0  | 95.7  | 91.1  | 91.7  | 90.9  | 89.8  | 89.4  | 95.8  | 95.7  | 92.7  | 92.7 | 92.7 |
| Q4.2   | Completed By Date Promised                | 93.8  | 98.0  | 96.0  | 93.8  | 95.7  | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 91.5  | 98.0  | 91.8  | 93.8  | 89.8  | 84.5  | 89.7  | 90.0  | 90.0  | 90.0  | 90.0  | 90.0  | 90.0  | 90.0  | 90.0  | 90.0 | 90.0 |
| Q4.3   | Informed On Status Of Request             | 83.3  | 100.0 | 100.0 | 78.9  | 100.0 | 100.0 | 100.0 | 69.2  | 87.5  | 85.7  | 87.5  | 85.7  | 89.7  | 100.0 | 77.8  | 100.0 | 100.0 | 87.5  | 91.7  | 80.0  | 90.8  | 80.0  | 83.3  | 85.7  | 83.3  | 88.4 | 88.4 |
| Q4.4   | Work Done Correctly 1st Time              | 91.7  | 95.7  | 97.8  | 91.5  | 91.5  | 95.5  | 89.4  | 93.3  | 97.9  | 93.9  | 93.8  | 91.8  | 93.6  | 95.6  | 89.1  | 89.1  | 91.3  | 91.7  | 85.4  | 93.2  | 95.8  | 91.1  | 91.3  | 85.7  | 95.8  | 91.3 | 91.3 |
| Q4.5   | Providing Clear Instructions              | 95.6  | 93.3  | 97.8  | 91.3  | 97.7  | 92.9  | 95.1  | 94.7  | 95.0  | 100.0 | 95.6  | 97.8  | 95.6  | 90.9  | 95.5  | 95.5  | 92.7  | 95.1  | 95.2  | 97.6  | 92.5  | 91.3  | 97.8  | 93.5  | 94.4  | 94.4 | 94.4 |
| Q2.11  | Questions With Small Sample Sizes         |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |      |      |
| Q2.12  | Website providing needed info (Eff 8/03)  |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |      |      |
| Q2.13  | Ease of placing order thru web (Eff 8/03) |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |      |      |
| Q4.2   | Kept informed Right (two Tech) (Del 1/05) | 0.0   | 33.3  | 80.0  | 66.7  | 66.7  | 100.0 | 50.0  | 66.7  | 100.0 | 50.0  | 60.0  | 33.3  | 60.8  | 60.0  | 20.0  | 40.0  | 60.0  | 66.7  | 75.0  | 100.0 | 66.7  | 0.0   | 33.3  | 80.0  | 100.0 | 60.1 | 60.1 |
| Q4.4   | Resolving Problems Quickly (Del 1/04)     | 50.0  | 50.0  | 100.0 | 66.7  | 66.7  | 100.0 | 60.0  | 33.3  | 100.0 | 66.7  | 0.0   | 50.0  | 61.9  |       |       |       |       |       |       |       |       |       |       |       |       |      |      |
| Q5.1   | Overall Performance                       | 86.0  | 80.0  | 74.0  | 78.0  | 92.0  | 75.0  | 78.0  | 70.0  | 68.0  | 78.0  | 80.0  | 78.0  | 78.0  | 81.3  | 84.0  | 82.0  | 86.0  | 82.0  | 88.0  | 78.0  | 88.0  | 82.0  | 78.0  | 80.0  | 80.0  | 82.4 | 82.4 |
| Q2.10  | Explaining Steps to Correct Problem       | 91.1  | 88.6  | 88.4  | 90.0  | 94.9  | 88.4  | 82.9  | 72.2  | 84.0  | 93.9  | 96.6  | 90.0  | 88.4  | 100.0 | 100.0 | 100.0 | 93.3  | 100.0 | 100.0 | 94.1  | 95.7  | 95.0  | 94.7  | 100.0 | 100.0 | 97.7 | 97.7 |
| Q2.2.1 | Ease of Reaching Verizon Rep              | 87.2  | 93.3  | 90.9  | 93.0  | 93.3  | 84.4  | 59.5  | 68.4  | 73.3  | 62.2  | 73.3  | 72.2  | 79.3  | 61.5  | 80.8  | 59.3  | 73.1  | 96.8  | 72.7  | 87.5  | 72.7  | 69.2  | 66.7  | 78.8  | 91.7  | 70.0 | 70.0 |
| Q2.5   | Ease of Using Automated System            | 93.6  | 95.8  | 93.2  | 95.3  | 97.8  | 91.3  | 83.7  | 91.9  | 93.1  | 92.1  | 89.3  | 97.0  | 92.8  | 42.9  | 50.0  | 83.3  | 88.7  | 63.6  | 75.0  | 63.6  | 61.5  | 55.6  | 64.3  | 58.3  | 80.0  | 63.7 | 63.7 |
| Q2.6   | Helpfulness of Person Who Took Call       | 80.0  | 81.0  | 89.3  | 100.0 | 85.0  | 84.0  | 88.0  | 70.8  | 80.0  | 87.0  | 88.5  | 83.3  | 83.1  | 96.4  | 93.5  | 96.2  | 92.3  | 98.9  | 97.1  | 93.5  | 96.8  | 91.4  | 96.9  | 96.9  | 96.4  | 95.4 | 95.4 |
| Q3.3   | Convenience of Arrival Time               | 85.0  | 75.0  | 92.3  | 100.0 | 90.5  | 87.0  | 60.0  | 81.8  | 83.3  | 81.0  | 86.2  | 92.0  | 87.1  | 78.9  | 81.0  | 88.9  | 100.0 | 88.9  | 91.3  | 71.0  | 87.0  | 91.3  | 77.8  | 90.5  | 92.6  | 86.6 | 86.6 |
| Q3.4   | Promptness of Arrival                     | 94.7  | 94.7  | 88.5  | 100.0 | 95.2  | 92.0  | 87.5  | 100.0 | 100.0 | 100.0 | 90.5  | 96.2  | 95.2  | 94.5  | 88.9  | 85.0  | 96.2  | 92.6  | 92.6  | 87.5  | 72.4  | 95.8  | 88.0  | 100.0 | 88.5  | 92.3 | 90.1 |
| Q3.5   | Ability to Fix Problem                    | 100.0 | 100.0 | 95.2  | 100.0 | 100.0 | 100.0 | 95.7  | 100.0 | 100.0 | 100.0 | 90.5  | 96.2  | 95.2  | 94.5  | 88.9  | 100.0 | 96.4  | 96.3  | 96.4  | 100.0 | 100.0 | 96.7  | 100.0 | 96.0  | 85.2  | 88.4 | 94.3 |
| Q3.7   | Rate Tech Explanation of Work             | 81.3  | 79.6  | 80.9  | 78.7  | 89.6  | 79.1  | 79.5  | 71.1  | 75.6  | 67.4  | 75.0  | 73.9  | 77.6  | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 94.7  | 100.0 | 99.6 | 99.6 |
| Q4.0   | Priority Of Scheduling Work (Eff 1/02)    | 82.9  | 88.2  | 87.1  | 86.7  | 93.1  | 80.6  | 77.4  | 83.6  | 61.5  | 66.7  | 93.8  | 82.4  | 80.3  | 70.0  | 75.0  | 81.1  | 76.3  | 76.9  | 76.3  | 67.4  | 73.0  | 70.0  | 76.3  | 70.3  | 70.6  | 73.6 | 73.6 |
| Q4.0.1 | Appointment That Met Needs (Eff 1/02)     |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |      |      |
| Q4.0.2 | Time Frame That Met Needs (Eff 1/02)      |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |      |      |
| Q4.0.5 | Convenience of Date/Time Frame (Add 1/04) |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |      |      |
| Q4.1   | Keeping informed of Progress              | 87.2  | 76.2  | 70.2  | 68.8  | 85.0  | 68.3  | 78.7  | 67.8  | 58.5  | 68.8  | 73.9  | 62.8  | 72.0  | 78.4  | 75.6  | 70.5  | 81.6  | 76.2  | 81.8  | 75.7  | 88.6  | 74.4  | 73.2  | 82.9  | 81.8  | 78.4 | 78.4 |
| Q4.2   | Speed in Correcting Problem               | 85.7  | 71.1  | 73.3  | 77.1  | 88.9  | 71.7  | 78.7  | 70.8  | 73.3  | 67.4  | 80.4  | 68.8  | 76.1  | 82.6  | 75.0  | 83.0  | 82.0  | 75.2  | 79.2  | 84.0  | 87.8  | 82.0  | 75.0  | 81.6  | 82.2  | 80.0 | 80.0 |
| Q4.3   | Correcting Problem When Promised          | 85.1  | 83.0  | 71.4  | 80.9  | 93.0  | 73.9  | 84.8  | 80.4  | 80.0  | 85.1  | 87.2  | 86.7  | 82.6  | 85.7  | 88.9  | 89.4  | 91.7  | 84.8  | 87.2  | 84.0  | 93.8  | 81.3  | 82.6  | 86.0  | 89.4  | 87.2 | 87.2 |
| Q4.4   | Fixing Problem Correctly the First Time   | 85.4  | 80.4  | 75.0  | 84.0  | 90.7  | 75.5  | 83.3  | 87.0  | 88.1  | 78.7  | 91.1  | 80.9  | 83.3  | 74.4  | 80.0  | 63.3  | 85.4  | 85.4  | 91.7  | 91.8  | 95.8  | 82.6  | 77.6  | 86.8  | 80.4  | 84.9 | 84.9 |
| Q1.4   | Questions With Small Sample Sizes         |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |      |      |
| Q1.5   | Website Providing Instruction (Add 1/04)  |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |      |      |
| Q1.6   | Time to Report Prob Online (Add 1/04)     |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |      |      |
| Q1.7   | Ease to Report Prob Online (Add 1/04)     |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |      |      |
| Q1.8   | Website Provide Information (Add 1/04)    |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |      |      |
| Q2.8   | Explaining What Was Done to Fix Problem   |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |      |      |
| Q4.5   | Removing Mistakes Quickly                 | 28.6  | 37.5  | 18.2  | 42.9  | 75.0  | 33.3  | 40.0  | 20.0  | 0.0   | 20.0  | 66.7  | 14.3  | 33.0  | 50.0  |       |       |       |       |       |       |       |       |       |       |       |      |      |

## NEW HAMPSHIRE CCI RESULTS - BUSINESS PROVISIONING &amp; REPAIR

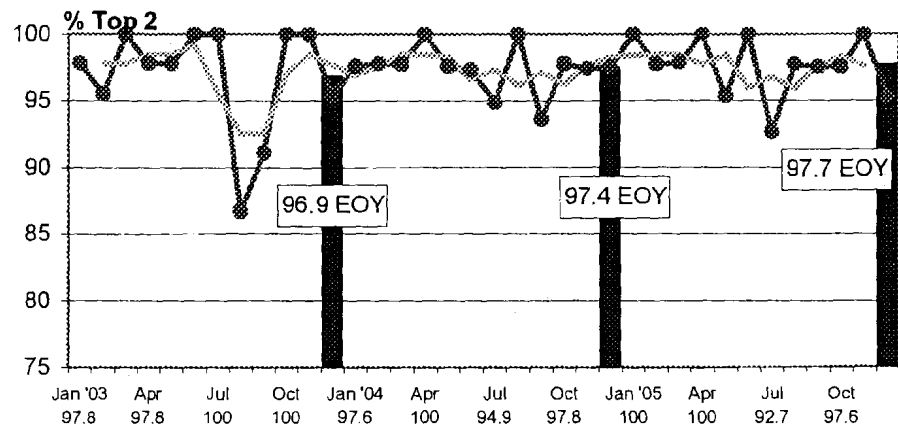
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## Customer Survey

## Question

Business Provisioning

Level Of Attention Shown



—●— Customer Satisfaction %

- - - - - Moving Average

## NEW HAMPSHIRE CCI NON-PREM RESULTS - CONSUMER PROVISIONING & REPAIR

|        | Consumer - Provisioning                  | 1Q    | 2Q    | 3Q    | 4Q    |  | 1Q    | 2Q    | 3Q    | 4Q    |  | 1Q    | 2Q    | 3Q    | 4Q    |
|--------|--|-------|-------|-------|-------|--|-------|-------|-------|-------|--|-------|-------|-------|-------|
| Q5.1   | Overall Performance                      | 97.1  | 97.1  | 96.1  | 97.0  |  | 93.8  | 95.6  | 96.9  | 93.1  |  | 97.5  | 97.2  | 99.0  | 95.6  |
| Q2.2   | Promptly Answering Your Call             | 100.0 | 99.0  | 94.9  | 97.8  |  | 97.0  | 98.1  | 98.9  | 98.9  |  | 97.3  | 96.7  | 96.7  | 98.0  |
| Q2.3   | Convenient Hours To Call                 | 99.0  | 99.0  | 99.0  | 95.5  |  | 95.8  | 96.2  | 95.6  | 96.8  |  | 94.5  | 95.5  | 97.8  | 96.0  |
| Q2.4   | Ease Of Reaching Representative          | 97.0  | 98.0  | 89.9  | 90.2  |  | 92.0  | 97.2  | 93.4  | 91.4  |  | 94.5  | 89.0  | 95.7  | 96.0  |
| Q2.5   | Being Attentive To Your Needs            | 100.0 | 97.0  | 97.0  | 98.9  |  | 98.0  | 100.0 | 100.0 | 95.8  |  | 100.0 | 97.1  | 95.8  | 99.1  |
| Q2.6   | Knowledge Of Products/Services           | 100.0 | 97.0  | 96.8  | 100.0 |  | 100.0 | 98.1  | 100.0 | 96.8  |  | 100.0 | 98.0  | 96.7  | 100.0 |
| Q2.7   | Suggesting Svcs/Options To Meet Needs    | 99.0  | 93.7  | 98.9  | 97.7  |  | 96.8  | 99.0  | 100.0 | 96.7  |  | 98.1  | 96.0  | 98.9  | 99.0  |
| Q2.8   | Handling Call Efficiently                | 99.0  | 99.0  | 96.0  | 100.0 |  | 98.0  | 98.1  | 97.8  | 98.9  |  | 100.0 | 98.1  | 96.9  | 99.1  |
| Q2.10  | Courtesy of the Representative           | 100.0 | 100.0 | 100.0 | 98.9  |  | 100.0 | 100.0 | 100.0 | 98.9  |  | 100.0 | 98.0  | 97.9  | 100.0 |
| Q4.0.1 | Commitment That Met Needs (Eff 1/02)     | 98.0  | 98.0  | 96.0  | 94.8  |  | 92.8  | 94.4  | 95.8  | 95.8  |  | 94.6  | 97.3  | 94.8  | 97.5  |
| Q4.1   | Completed By Date Promised               | 96.1  | 97.8  | 94.8  | 93.8  |  | 92.8  | 96.1  | 96.7  | 95.7  |  | 97.7  | 94.5  | 94.8  | 94.7  |
| Q4.3   | Work Done Correctly 1st Time             | 94.7  | 93.5  | 93.6  | 93.8  |  | 93.1  | 91.5  | 94.3  | 90.4  |  | 95.4  | 92.7  | 92.6  | 92.5  |
| Q4.5   | Providing Clear Instructions             | 95.7  | 94.3  | 96.5  | 98.9  |  | 92.9  | 94.8  | 93.7  | 95.7  |  | 96.1  | 95.6  | 96.5  | 96.8  |
|        | <b>Questions With Small Sample Sizes</b> |       |       |       |       |  |       |       |       |       |  |       |       |       |       |
| Q2.11  | Website providing needed info(eff 8/03)  |       |       | 100.0 | 100.0 |  | 93.3  | 100.0 | 100.0 | 87.5  |  | 100.0 | 80.0  | 87.5  | 100.0 |
| Q2.12  | Ease of placing order thru web(eff 8/03) |       |       | 50.0  | 100.0 |  | 86.7  | 83.3  | 100.0 | 87.5  |  | 100.0 | 80.0  | 87.5  | 100.0 |
| Q2.13  | Time took to place web order (eff 8/03)  |       |       | 50.0  | 100.0 |  | 86.7  | 100.0 | 100.0 | 87.5  |  | 100.0 | 100.0 | 75.0  | 100.0 |
| Q4.2   | Kept Infrmd Rqst (w/o Tech) (Del 1/05)   | 50.0  | 77.8  | 63.6  | 60.0  |  | 46.7  | 66.7  | 60.0  | 70.0  |  |       |       |       |       |
| Q4.4   | Resolving Problems Quickly (Del 1/04)    | 80.0  | 80.0  | 50.0  | 33.3  |  |       |       |       |       |  |       |       |       |       |
|        | <b>Consumer Repair</b>                   | 1Q    | 2Q    | 3Q    | 4Q    |  | 1Q    | 2Q    | 3Q    | 4Q    |  | 1Q    | 2Q    | 3Q    | 4Q    |
| Q5.1   | Overall Performance                      | 72.5  | 65.6  | 69.8  | 60.5  |  | 65.1  | 80.0  | 82.8  | 71.1  |  | 75.6  | 83.8  | 75.0  | 77.3  |
| Q2.2.1 | Ease of Reaching Verizon Rep             | 87.2  | 81.3  | 63.9  | 63.3  |  | 51.7  | 75.9  | 68.4  | 77.8  |  | 72.4  | 85.7  | 70.0  | 72.0  |
| Q2.6   | Helpfulness of Person Who Took Call      | 94.9  | 90.3  | 91.7  | 86.7  |  | 89.7  | 96.8  | 85.0  | 88.9  |  | 92.9  | 95.2  | 90.0  | 88.9  |
| Q4.0   | Priority Of Scheduling Work (Eff 1/02)   | 75.0  | 71.4  | 80.6  | 52.8  |  |       |       |       |       |  |       |       |       |       |
| Q4.0.2 | Time Frame That Met Needs (Eff 1/02)     | 68.4  | 61.3  | 71.4  | 58.5  |  |       |       |       |       |  |       |       |       |       |
| Q4.0.5 | Convenience of Date/TimeFrame (Add 1/04) |       |       |       |       |  | 56.8  | 64.7  | 59.3  | 67.9  |  | 76.5  | 72.7  | 69.2  | 66.7  |
| Q4.1   | Keeping Informed of Progress             | 68.4  | 48.1  | 69.4  | 52.5  |  | 48.6  | 70.6  | 71.4  | 58.3  |  | 64.9  | 65.5  | 56.5  | 66.7  |
| Q4.2   | Speed in Correcting Problem              | 76.3  | 66.7  | 77.5  | 56.1  |  | 66.7  | 78.9  | 79.3  | 77.8  |  | 85.0  | 83.3  | 76.7  | 65.1  |
| Q4.3   | Correcting Problem When Promised         | 67.6  | 76.0  | 79.4  | 77.5  |  | 80.0  | 86.1  | 86.2  | 82.9  |  | 82.5  | 91.4  | 82.1  | 82.5  |
| Q4.4   | Fixing Problem Correctly the First Time  | 72.2  | 74.1  | 82.4  | 74.4  |  | 74.4  | 94.4  | 88.9  | 88.2  |  | 78.9  | 90.6  | 76.9  | 73.8  |
|        | <b>Questions With Small Sample Sizes</b> |       |       |       |       |  |       |       |       |       |  |       |       |       |       |
| Q1.4   | Website Providing Instruction (Add 1/04) |       |       |       |       |  | 100.0 | 100.0 |       | 50.0  |  |       |       | 100.0 | 100.0 |
| Q1.5   | Time to Report Prob Online (Add 1/04)    |       |       |       |       |  | 100.0 |       |       | 100.0 |  |       |       | 100.0 | 100.0 |
| Q1.6   | Ease to Report Prob Online (Add 1/04)    |       |       |       |       |  | 100.0 | 100.0 |       | 100.0 |  |       |       | 100.0 | 100.0 |
| Q1.7   | Website Provide Infomation (Add 1/04)    |       |       |       |       |  | 100.0 | 100.0 |       | 100.0 |  |       |       | 100.0 | 100.0 |
| Q2.3   | Ease of Reaching Repair/Automated System |       |       | 50.0  | 76.9  |  | 66.7  | 100.0 | 88.9  | 66.7  |  | 75.0  | 68.8  | 54.5  | 85.7  |
| Q2.5   | Ease of Using Automated System           |       |       | 50.0  | 53.8  |  | 58.3  | 100.0 | 77.8  | 55.6  |  | 75.0  | 60.0  | 45.5  | 57.1  |
| Q2.10  | Explaining Steps to Correct Problem      | 84.2  | 88.9  | 77.1  | 85.2  |  | 100.0 | 100.0 | 75.0  | 100.0 |  | 100.0 | 100.0 | 100.0 | 100.0 |
| Q4.5   | Resolving Mistakes Quickly               | 22.2  | 50.0  | 33.3  | 22.2  |  |       |       |       |       |  |       |       |       |       |

## NEW HAMPSHIRE NON-PREM CCI RESULTS - BUSINESS PROVISIONING & REPAIR

|        | <b>Business - Provisioning</b>           | 1Q    | 2Q   | 3Q    | 4Q    |  | 1Q    | 2Q    | 3Q    | 4Q    |  | 1Q    | 2Q    | 3Q    | 4Q    |
|--------|--|-------|------|-------|-------|--|-------|-------|-------|-------|--|-------|-------|-------|-------|
| Q5.1   | Overall Performance                      | 94.3  | 95.1 | 94.0  | 97.6  |  | 95.1  | 90.9  | 95.0  | 98.6  |  | 94.5  | 100.0 | 95.2  | 95.7  |
| Q2.2   | Promptly Answering Your Call             | 95.3  | 97.5 | 97.0  | 96.3  |  | 93.8  | 96.9  | 98.8  | 98.6  |  | 94.4  | 97.1  | 91.9  | 91.4  |
| Q2.3   | Ease Of Reaching Representative          | 95.3  | 88.9 | 91.0  | 94.0  |  | 88.9  | 95.4  | 92.5  | 98.5  |  | 88.9  | 91.4  | 88.7  | 84.3  |
| Q2.4   | Level Of Attention Shown                 | 97.7  | 97.5 | 94.0  | 98.8  |  | 98.8  | 100.0 | 97.5  | 98.6  |  | 97.3  | 100.0 | 98.4  | 97.1  |
| Q2.5   | Knowledge Of Products/Services           | 100.0 | 97.3 | 98.4  | 100.0 |  | 96.3  | 98.2  | 98.7  | 100.0 |  | 98.6  | 100.0 | 96.7  | 94.1  |
| Q2.6   | Suggesting Svcs/Options To Meet Needs    | 97.4  | 98.4 | 100.0 | 97.1  |  | 100.0 | 98.1  | 98.6  | 98.4  |  | 95.4  | 95.6  | 94.8  | 96.9  |
| Q4.0.1 | Commitment That Met Needs (Eff 1/02)     | 95.2  | 96.1 | 93.5  | 95.2  |  | 94.9  | 93.5  | 95.0  | 98.5  |  | 91.8  | 100.0 | 94.3  | 92.3  |
| Q4.1   | Completed By Date Promised               | 91.0  | 97.3 | 93.8  | 93.3  |  | 92.0  | 91.9  | 93.5  | 97.0  |  | 95.2  | 100.0 | 98.0  | 94.2  |
| Q4.3   | Work Done Correctly 1st Time             | 87.5  | 92.2 | 85.7  | 85.7  |  | 90.8  | 89.7  | 89.5  | 93.8  |  | 95.6  | 97.1  | 94.7  | 89.7  |
| Q4.5   | Providing Clear Instructions             | 92.5  | 97.0 | 98.0  | 95.3  |  | 97.0  | 95.6  | 97.1  | 96.2  |  | 100.0 | 95.0  | 98.0  | 93.0  |
|        | <b>Questions With Small Sample Sizes</b> |       |      |       |       |  |       |       |       |       |  |       |       |       |       |
| Q4.2   | Kept Infrmd Rqst (w/o Tech) (Del 1/05)   | 58.8  | 40.0 | 77.8  | 50.0  |  | 37.5  | 53.8  | 62.5  | 66.7  |  |       |       |       |       |
| Q4.4   | Resolving Problems Quickly (Del 1/04)    | 50.0  | 33.3 | 55.6  | 80.0  |  |       |       |       |       |  |       |       |       |       |
|        | <b>Business Repair</b>                   | 1Q    | 2Q   | 3Q    | 4Q    |  | 1Q    | 2Q    | 3Q    | 4Q    |  | 1Q    | 2Q    | 3Q    | 4Q    |
| Q5.1   | Overall Performance                      | 68.3  | 75.0 | 78.6  | 77.3  |  | 76.9  | 87.5  | 87.5  | 80.0  |  | 71.4  | 88.0  | 87.0  | 90.3  |
| Q2.10  | Explaining Steps to Correct Problem      | 73.7  | 84.4 | 92.6  | 83.3  |  | 95.0  | 100.0 | 100.0 | 94.1  |  | 100.0 | 100.0 | 100.0 | 100.0 |
| Q2.2.1 | Ease of Reaching Verizon Rep             | 87.8  | 78.1 | 85.7  | 86.4  |  | 89.7  | 84.4  | 95.7  | 97.4  |  | 78.3  | 75.0  | 80.0  | 66.7  |
| Q2.6   | Helpfulness of Person Who Took Call      | 85.4  | 93.8 | 92.9  | 88.6  |  | 92.1  | 90.6  | 100.0 | 89.7  |  | 87.0  | 100.0 | 100.0 | 88.9  |
| Q4.0   | Priority Of Scheduling Work (Eff 1/02)   | 60.5  | 80.6 | 87.5  | 75.6  |  |       |       |       |       |  |       |       |       |       |
| Q4.0.2 | Commitment That Met Needs (Eff 1/02)     | 75.6  | 81.3 | 81.5  | 78.6  |  |       |       |       |       |  |       |       |       |       |
| Q4.0.5 | Convenience of Date/TimeFrame (Add 1/04) |       |      |       |       |  | 77.1  | 87.5  | 82.6  | 79.3  |  | 77.8  | 77.3  | 94.7  | 80.8  |
| Q4.1   | Speed in Correcting Problem              | 64.9  | 74.2 | 81.5  | 70.0  |  | 77.8  | 81.3  | 91.7  | 74.4  |  | 64.3  | 84.0  | 87.0  | 75.9  |
| Q4.2   | Keeping Informed of Progress             | 51.3  | 64.5 | 70.8  | 56.8  |  | 57.1  | 66.7  | 80.0  | 67.7  |  | 75.0  | 87.5  | 75.0  | 74.1  |
| Q4.3   | Fixing Problem Correctly the First Time  | 67.5  | 70.0 | 85.7  | 78.0  |  | 81.8  | 85.7  | 83.3  | 86.8  |  | 65.4  | 91.3  | 85.0  | 93.1  |
| Q4.5   | Correcting Problem When Promised         | 62.2  | 76.7 | 88.5  | 82.9  |  | 77.1  | 82.8  | 95.8  | 86.5  |  | 75.0  | 95.8  | 90.0  | 82.8  |
|        | <b>Questions With Small Sample Sizes</b> |       |      |       |       |  |       |       |       |       |  |       |       |       |       |
| Q1.4   | Website Providing Instruction (Add 1/04) |       |      |       |       |  |       |       |       |       |  |       |       |       |       |
| Q1.5   | Time to Report Prob Online (Add 1/04)    |       |      |       |       |  |       |       |       |       |  |       |       |       |       |
| Q1.6   | Ease to Report Prob Online (Add 1/04)    |       |      |       |       |  |       |       |       |       |  |       |       |       |       |
| Q1.7   | Website Provide Information (Add 1/04)   |       |      |       |       |  |       |       |       |       |  |       |       |       |       |
| Q2.3   | Ease of Reaching Repair/Automated System |       |      |       |       |  |       |       | 100.0 |       |  | 100.0 | 90.9  | 87.5  | 75.0  |
| Q2.5   | Ease of Using Automated System           |       |      |       |       |  |       |       | 100.0 |       |  | 80.0  | 83.3  | 100.0 | 75.0  |
| Q4.4   | Resolving Mistakes Quickly               | 25.0  | 22.2 | 0.0   | 28.6  |  |       |       |       |       |  |       |       |       |       |

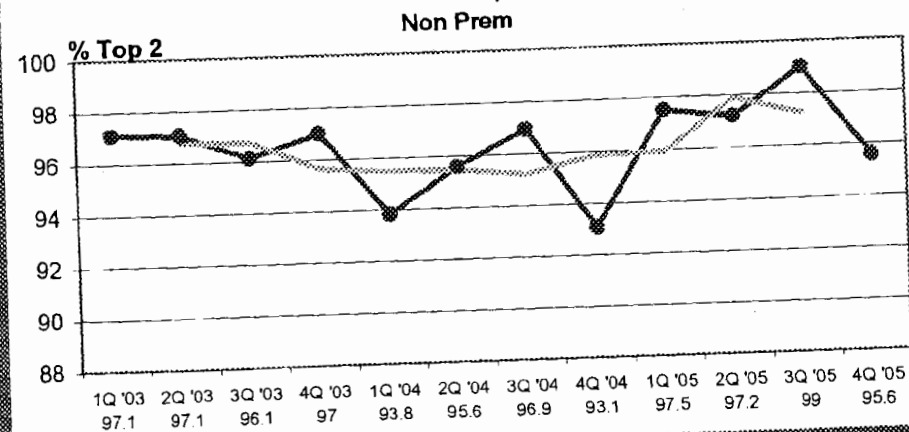


Customer Survey

Question

Consumer Provisioning

Overall Performance



Customer Satisfaction % Moving Average



# NEW HAMPSHIRE CCI PREM RESULTS - CONSUMER PROVISIONING & REPAIR

|        | Consumer - Provisioning                  | 1Q    | 2Q    | 3Q    | 4Q    |  | 1Q    | 2Q    | 3Q    | 4Q    |  | 1Q    | 2Q    | 3Q    | 4Q    |
|--------|--|-------|-------|-------|-------|--|-------|-------|-------|-------|--|-------|-------|-------|-------|
| Q5.1   | Overall Performance                      | 95.0  | 89.2  | 93.5  | 97.3  |  | 96.8  | 90.0  | 83.7  | 90.2  |  | 100.0 | 89.2  | 91.9  | 90.9  |
| Q2.2   | Promptly Answering Your Call             | 100.0 | 93.3  | 87.5  | 96.7  |  | 92.6  | 91.7  | 92.1  | 94.3  |  | 100.0 | 90.6  | 91.2  | 93.3  |
| Q2.3   | Convenient Hours To Call                 | 96.7  | 93.3  | 91.7  | 100.0 |  | 100.0 | 95.7  | 97.4  | 94.1  |  | 94.4  | 96.9  | 91.2  | 96.4  |
| Q2.4   | Ease Of Reaching Representative          | 96.7  | 93.3  | 87.0  | 93.8  |  | 96.3  | 95.8  | 92.1  | 94.3  |  | 100.0 | 86.7  | 90.9  | 96.6  |
| Q2.5   | Being Attentive To Your Needs            | 93.3  | 96.7  | 100.0 | 96.9  |  | 96.3  | 95.8  | 92.1  | 97.1  |  | 100.0 | 96.8  | 100.0 | 96.7  |
| Q2.6   | Knowledge Of Products/Services           | 100.0 | 92.9  | 100.0 | 96.9  |  | 100.0 | 100.0 | 97.4  | 97.1  |  | 100.0 | 93.3  | 100.0 | 100.0 |
| Q2.7   | Suggesting Svcs/Options To Meet Needs    | 96.6  | 88.9  | 100.0 | 90.6  |  | 100.0 | 100.0 | 100.0 | 97.1  |  | 100.0 | 93.3  | 93.9  | 100.0 |
| Q2.8   | Handling Call Efficiently                | 96.7  | 93.3  | 91.7  | 100.0 |  | 92.6  | 95.8  | 92.1  | 97.1  |  | 100.0 | 93.3  | 97.1  | 93.1  |
| Q2.10  | Courtesy of the Representative           | 100.0 | 96.7  | 100.0 | 96.9  |  | 100.0 | 100.0 | 97.4  | 97.1  |  | 100.0 | 100.0 | 100.0 | 100.0 |
| Q3.4   | Promptness Of Arrival                    | 96.6  | 91.7  | 95.0  | 96.2  |  | 95.5  | 79.2  | 73.1  | 96.0  |  | 100.0 | 87.5  | 89.3  | 95.0  |
| Q3.5   | Confirmed Requested Work (Del 1/05)      | 100.0 | 95.8  | 100.0 | 100.0 |  | 85.0  | 87.0  | 88.0  | 95.8  |  |       |       |       |       |
| Q3.7.1 | Rate Tech Explanation Of Work (Eff.1/00) | 100.0 | 100.0 | 100.0 | 100.0 |  | 100.0 | 94.4  | 100.0 | 100.0 |  | 95.2  | 100.0 | 100.0 | 100.0 |
| Q4.0   | Appointment That Met Needs (Eff 1/02)    | 96.7  | 87.0  | 90.0  | 96.0  |  | 95.2  | 83.3  | 80.0  | 96.0  |  | 100.0 | 83.3  | 96.4  | 90.0  |
| Q4.1   | Completed By Date Promised               | 95.0  | 91.9  | 90.3  | 86.5  |  | 90.3  | 83.3  | 86.0  | 85.4  |  | 100.0 | 93.9  | 93.9  | 86.2  |
| Q4.2.1 | Informed On Status Of Request            | 92.3  | 91.2  | 80.8  | 86.1  |  | 93.1  | 92.9  | 83.3  | 84.2  |  | 100.0 | 80.6  | 84.4  | 92.6  |
| Q4.3   | Work Done Correctly 1st Time             | 95.0  | 88.9  | 93.5  | 91.9  |  | 87.1  | 83.3  | 90.2  | 90.2  |  | 96.2  | 89.2  | 88.9  | 81.8  |
| Q4.5   | Providing Clear Instructions             | 94.4  | 91.2  | 95.2  | 97.1  |  | 100.0 | 95.7  | 97.3  | 88.6  |  | 96.2  | 87.5  | 93.8  | 96.7  |
|        | <b>Questions With Small Sample Sizes</b> |       |       |       |       |  |       |       |       |       |  |       |       |       |       |
| Q2.11  | Website providing needed info(eff 8/03)  |       |       |       | 100.0 |  |       | 100.0 | 100.0 | 100.0 |  | 100.0 |       | 50.0  | 100.0 |
| Q2.12  | Ease of placing order thru web(eff 8/03) |       |       |       | 100.0 |  |       | 100.0 | 100.0 | 50.0  |  | 100.0 |       | 100.0 | 100.0 |
| Q2.13  | Time took to place web order (eff 8/03)  |       |       |       | 100.0 |  |       | 100.0 | 100.0 | 50.0  |  | 100.0 |       | 100.0 | 100.0 |
| Q4.0.1 | Commitment That Met Needs (Eff 1/02)     | 80.0  | 84.6  | 81.8  | 81.8  |  | 88.9  | 100.0 | 64.7  | 87.5  |  | 100.0 | 90.0  | 100.0 | 88.9  |
| Q4.4   | Resolving Problems Quickly (Del 1/04)    | 0.0   | 66.7  | 50.0  | 33.3  |  |       |       |       |       |  |       |       |       |       |
|        | Consumer Repair                          | 1Q    | 2Q    | 3Q    | 4Q    |  | 1Q    | 2Q    | 3Q    | 4Q    |  | 1Q    | 2Q    | 3Q    | 4Q    |
| Q5.1   | Overall Performance                      | 83.7  | 86.3  | 71.9  | 88.7  |  | 89.6  | 87.5  | 82.1  | 85.0  |  | 87.8  | 92.2  | 85.6  | 81.7  |
| Q2.10  | Explaining Steps to Correct Problem      | 90.9  | 90.6  | 79.7  | 98.4  |  | 100.0 | 96.9  | 100.0 | 97.1  |  | 97.0  | 100.0 | 95.1  | 100.0 |
| Q2.2.1 | Ease of Reaching Verizon Rep             | 93.4  | 93.1  | 66.7  | 74.6  |  | 74.0  | 85.5  | 75.0  | 82.5  |  | 80.9  | 72.0  | 69.5  | 76.9  |
| Q2.6   | Helpfulness of Person Who Took Call      | 93.4  | 95.5  | 86.6  | 98.4  |  | 100.0 | 94.6  | 95.8  | 100.0 |  | 93.6  | 96.0  | 94.8  | 96.4  |
| Q3.3.b | Convenience of Arrival Time              | 84.1  | 89.6  | 72.5  | 86.3  |  | 83.6  | 93.4  | 81.8  | 86.7  |  | 93.1  | 87.3  | 83.3  | 88.5  |
| Q3.4   | Promptness of Arrival                    | 84.8  | 92.3  | 81.5  | 90.4  |  | 90.6  | 91.0  | 84.6  | 94.2  |  | 94.3  | 88.3  | 91.4  | 86.7  |
| Q3.5   | Ability to Fix Problem                   | 92.2  | 95.6  | 95.5  | 94.1  |  | 95.3  | 97.4  | 97.5  | 86.8  |  | 95.9  | 98.8  | 96.4  | 100.0 |
| Q3.7.1 | Rate Tech Explanation of Work            | 98.1  | 100.0 | 98.3  | 100.0 |  | 100.0 | 100.0 | 100.0 | 98.4  |  | 98.4  | 100.0 | 100.0 | 100.0 |
| Q4.0   | Priority Of Scheduling Work (Eff 1/02)   | 84.3  | 83.8  | 72.8  | 83.0  |  |       |       |       |       |  |       |       |       |       |
| Q4.0.1 | Appointment That Met Needs (Eff 1/02)    | 86.0  | 86.3  | 67.8  | 81.2  |  |       |       |       |       |  |       |       |       |       |
| Q4.0.5 | Convenience of Date/TimeFrame (Add 1/04) |       |       |       |       |  | 83.8  | 84.4  | 73.3  | 78.9  |  | 88.7  | 80.5  | 77.1  | 73.5  |
| Q4.1   | Keeping Informed of Progress             | 81.7  | 80.0  | 67.5  | 80.9  |  | 85.2  | 86.0  | 83.0  | 87.0  |  | 89.5  | 87.2  | 84.2  | 85.1  |
| Q4.2   | Speed in Correcting Problem              | 80.8  | 81.0  | 74.2  | 82.6  |  | 84.8  | 80.8  | 81.1  | 80.4  |  | 85.6  | 87.0  | 82.1  | 78.9  |
| Q4.3   | Correcting Problem When Promised         | 84.7  | 83.8  | 82.6  | 90.3  |  | 90.9  | 89.0  | 86.1  | 86.7  |  | 89.2  | 93.0  | 87.5  | 89.0  |
| Q4.4   | Fixing Problem Correctly the First Time  | 83.7  | 85.9  | 88.2  | 89.2  |  | 83.1  | 85.3  | 89.7  | 80.6  |  | 80.2  | 91.9  | 85.7  | 93.2  |
|        | <b>Questions With Small Sample Sizes</b> |       |       |       |       |  |       |       |       |       |  |       |       |       |       |
| Q1.4   | Website Providing Instruction (Add 1/04) |       |       |       |       |  | 100.0 | 100.0 | 100.0 | 100.0 |  | 100.0 | 100.0 | 100.0 | 100.0 |
| Q1.5   | Time to Report Prob Online (Add 1/04)    |       |       |       |       |  | 100.0 | 66.7  | 100.0 | 100.0 |  | 100.0 | 100.0 | 100.0 | 100.0 |
| Q1.6   | Ease to Report Prob Online (Add 1/04)    |       |       |       |       |  | 100.0 | 66.7  | 100.0 | 100.0 |  | 100.0 | 100.0 | 100.0 | 100.0 |
| Q1.7   | Website Provide Information (Add 1/04)   |       |       |       |       |  | 100.0 | 100.0 | 100.0 | 100.0 |  | 100.0 | 75.0  | 100.0 | 100.0 |
| Q2.3   | Ease of Reaching Repair/Automated System | 100.0 |       | 58.8  | 50.0  |  | 61.1  | 72.0  | 57.1  | 83.3  |  | 88.0  | 80.8  | 75.0  | 73.7  |
| Q2.5   | Ease of Using Automated System           | 100.0 |       | 66.7  | 42.9  |  | 55.6  | 68.0  | 47.6  | 70.8  |  | 84.6  | 80.8  | 82.6  | 75.0  |
| Q4.5   | Resolving Mistakes Quickly               | 31.3  | 28.6  | 22.2  | 33.3  |  |       |       |       |       |  |       |       |       |       |

## NEW HAMPSHIRE PREM CCI RESULTS - BUSINESS PROVISIONING & REPAIR

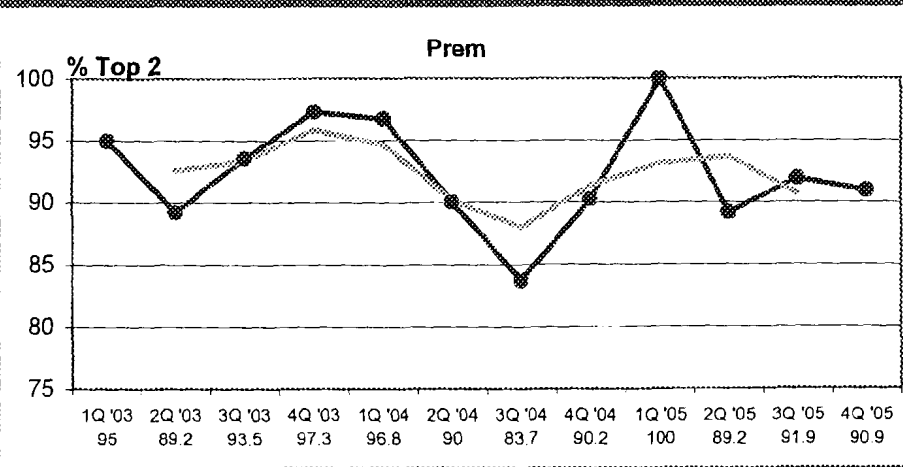
|        | Business - Provisioning                   | 1Q    | 2Q    | 3Q    | 4Q    |  | 1Q    | 2Q    | 3Q    | 4Q    |  | 1Q    | 2Q    | 3Q    | 4Q    |
|--------|---|-------|-------|-------|-------|--|-------|-------|-------|-------|--|-------|-------|-------|-------|
| Q5.1   | Overall Performance                       | 94.9  | 95.4  | 82.5  | 92.9  |  | 91.3  | 91.3  | 92.5  | 93.5  |  | 93.3  | 94.7  | 90.5  | 96.1  |
| Q2.2   | Promptly Answering Your Call              | 95.6  | 95.7  | 78.9  | 92.3  |  | 93.9  | 100.0 | 95.5  | 96.2  |  | 94.9  | 94.1  | 91.7  | 96.0  |
| Q2.3   | Ease Of Reaching Representative           | 91.3  | 93.6  | 86.0  | 92.3  |  | 94.0  | 85.7  | 93.2  | 94.2  |  | 93.3  | 92.2  | 88.3  | 85.7  |
| Q2.4   | Level Of Attention Shown                  | 97.8  | 100.0 | 89.5  | 97.4  |  | 96.0  | 96.4  | 93.2  | 96.2  |  | 100.0 | 96.1  | 93.3  | 98.0  |
| Q2.5   | Knowledge Of Products/Services            | 100.0 | 95.7  | 96.3  | 100.0 |  | 95.7  | 98.1  | 93.0  | 100.0 |  | 98.2  | 98.0  | 96.5  | 98.0  |
| Q2.6   | Suggesting Svcs/Options To Meet Needs     | 100.0 | 95.5  | 92.5  | 100.0 |  | 95.7  | 96.3  | 95.2  | 95.9  |  | 100.0 | 93.9  | 94.5  | 95.8  |
| Q3.4   | Promptness of Arrival                     | 89.4  | 96.2  | 92.6  | 93.8  |  | 89.7  | 92.8  | 93.4  | 94.0  |  | 98.5  | 100.0 | 93.0  | 95.7  |
| Q3.5   | Confirmed Requested Work (Del 1/05)       | 97.9  | 100.0 | 93.9  | 91.8  |  | 98.2  | 95.5  | 98.3  | 95.3  |  |       |       |       |       |
| Q3.6   | Sensitive to Business Needs               | 97.8  | 98.1  | 98.5  | 95.7  |  | 96.5  | 95.6  | 95.0  | 97.0  |  | 100.0 | 96.9  | 100.0 | 98.6  |
| Q3.7.1 | Rate Tech Explanation Of Work (Eff. 1/00) | 100.0 | 100.0 | 100.0 | 100.0 |  | 100.0 | 98.4  | 100.0 | 100.0 |  | 100.0 | 98.3  | 100.0 | 100.0 |
| Q4.0   | Appointment That Met Needs (Eff 1/02)     | 89.4  | 90.4  | 82.1  | 90.0  |  | 84.5  | 94.0  | 86.9  | 92.6  |  | 98.5  | 95.4  | 85.9  | 94.2  |
| Q4.1   | Completed By Date Promised                | 88.1  | 93.8  | 83.5  | 92.7  |  | 89.9  | 90.0  | 86.6  | 89.6  |  | 93.2  | 94.5  | 93.7  | 96.0  |
| Q4.2.1 | Informed On Status Of Request             | 85.2  | 93.1  | 76.7  | 89.8  |  | 83.3  | 87.3  | 90.6  | 91.8  |  | 94.4  | 94.2  | 85.7  | 93.1  |
| Q4.3   | Work Done Correctly 1st Time              | 89.8  | 93.8  | 88.3  | 89.3  |  | 92.5  | 88.6  | 89.4  | 87.0  |  | 90.4  | 90.7  | 89.3  | 88.0  |
| Q4.5   | Providing Clear Instructions              | 94.0  | 92.9  | 95.5  | 93.6  |  | 92.0  | 87.1  | 95.2  | 93.9  |  | 96.6  | 96.9  | 95.8  | 95.1  |
|        | <b>Questions With Small Sample Sizes</b>  |       |       |       |       |  |       |       |       |       |  |       |       |       |       |
| Q4.0.1 | Commitment That Met Needs (Eff 1/02)      | 83.3  | 91.7  | 81.8  | 100.0 |  | 90.9  | 100.0 | 100.0 | 100.0 |  | 87.5  | 100.0 | 100.0 | 85.7  |
| Q4.4   | Resolving Problems Quickly (Del 1/04)     | 40.0  | 50.0  | 22.2  | 66.7  |  |       |       |       |       |  |       |       |       |       |
|        | Business Repair                           | 1Q    | 2Q    | 3Q    | 4Q    |  | 1Q    | 2Q    | 3Q    | 4Q    |  | 1Q    | 2Q    | 3Q    | 4Q    |
| Q5.1   | Overall Performance                       | 91.3  | 88.5  | 88.7  | 89.6  |  | 92.4  | 91.2  | 93.4  | 95.1  |  | 92.4  | 94.1  | 89.2  | 89.7  |
| Q2.10  | Explaining Steps to Correct Problem       | 92.3  | 98.8  | 93.2  | 98.6  |  | 100.0 | 100.0 | 96.4  | 97.7  |  | 100.0 | 97.2  | 100.0 | 97.8  |
| Q2.2.1 | Ease of Reaching Verizon Rep              | 97.5  | 94.1  | 75.9  | 94.5  |  | 93.2  | 91.2  | 92.7  | 88.4  |  | 88.1  | 72.4  | 83.3  | 78.8  |
| Q2.6   | Helpfulness of Person Who Took Call       | 98.8  | 97.6  | 94.8  | 97.3  |  | 98.6  | 97.5  | 97.6  | 98.6  |  | 97.0  | 93.1  | 90.7  | 93.8  |
| Q3.3.b | Convenience of Tech's Arrival (Add 1/04)  |       |       |       |       |  | 95.7  | 94.3  | 96.0  | 96.2  |  | 95.9  | 100.0 | 96.8  | 96.0  |
| Q3.4   | Promptness of Arrival                     | 92.9  | 95.6  | 95.9  | 90.4  |  | 90.9  | 94.3  | 97.0  | 98.7  |  | 93.8  | 98.9  | 95.7  | 93.9  |
| Q3.5   | Sensitive to Business Needs               | 98.8  | 96.7  | 95.8  | 96.3  |  | 98.9  | 96.6  | 99.0  | 98.7  |  | 97.8  | 97.8  | 100.0 | 98.0  |
| Q3.7.1 | Rate Tech Explanation of Work             | 100.0 | 100.0 | 97.6  | 100.0 |  | 100.0 | 97.0  | 98.7  | 100.0 |  | 98.8  | 100.0 | 100.0 | 98.7  |
| Q4.0   | Priority Of Scheduling Work (Eff 1/02)    | 87.4  | 91.8  | 92.9  | 89.2  |  |       |       |       |       |  |       |       |       |       |
| Q4.0.1 | Appointment That Met Needs (Eff 1/02)     | 90.1  | 92.8  | 93.8  | 88.6  |  |       |       |       |       |  |       |       |       |       |
| Q4.0.5 | Convenience of Date/TimeFrame (Add 1/04)  |       |       |       |       |  | 94.1  | 89.0  | 97.6  | 88.1  |  | 89.4  | 94.3  | 89.6  | 87.8  |
| Q4.1   | Speed in Correcting Problem               | 82.2  | 88.0  | 89.3  | 89.1  |  | 90.1  | 86.5  | 93.2  | 94.1  |  | 89.5  | 92.3  | 88.9  | 86.0  |
| Q4.2   | Keeping Informed of Progress              | 90.7  | 88.3  | 84.8  | 88.0  |  | 93.5  | 90.3  | 92.4  | 94.3  |  | 89.8  | 90.5  | 89.0  | 88.5  |
| Q4.3   | Fixing Problem Correctly the First Time   | 84.8  | 89.6  | 86.1  | 92.2  |  | 82.8  | 84.9  | 90.3  | 89.6  |  | 87.0  | 90.0  | 88.6  | 84.5  |
| Q4.5   | Correcting Problem When Promised          | 86.9  | 90.5  | 92.7  | 91.1  |  | 91.8  | 89.8  | 97.4  | 96.9  |  | 94.6  | 94.0  | 88.7  | 90.0  |
|        | <b>Questions With Small Sample Sizes</b>  |       |       |       |       |  |       |       |       |       |  |       |       |       |       |
| Q1.4   | Website Providing Instruction (Add 1/04)  |       |       |       |       |  |       | 100.0 |       |       |  |       |       |       | 100.0 |
| Q1.5   | Time to Report Prob Online (Add 1/04)     |       |       |       |       |  |       | 100.0 |       |       |  |       |       |       | 100.0 |
| Q1.6   | Ease to Report Prob Online (Add 1/04)     |       |       |       |       |  |       | 100.0 |       |       |  |       |       |       | 100.0 |
| Q1.7   | Website Provide Infomation (Add 1/04)     |       |       |       |       |  |       | 100.0 |       |       |  |       |       |       | 100.0 |
| Q2.3   | Ease of Reaching Repair/Automated System  |       |       |       |       |  | 100.0 | 80.0  | 100.0 | 100.0 |  | 85.7  | 97.1  | 88.5  | 85.7  |
| Q2.5   | Ease of Using Automated System            |       |       |       |       |  | 100.0 | 60.0  | 100.0 | 100.0 |  | 76.2  | 85.7  | 80.8  | 85.7  |
| Q4.4   | Resolving Mistakes Quickly                | 50.0  | 40.0  | 21.4  | 42.9  |  |       |       |       |       |  |       |       |       |       |

Customer Survey

Question

Consumer Provisioning

Overall Performance



—◆— Customer Satisfaction %    ..... Moving Average